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## VEPASS™ SOLUTION OVERVIEW

Password fraud, or the unauthorised use of passwords to access secure information or services, has recently become a major strategic issue.

Password fraud can not only lead to unauthorised access to confidential information but can lead to theft of personal information or unauthorised transfer of funds, as well as malicious damage to information systems, databases and key information assets.

VePass has been specifically developed by Salmat VeCommerce to address this issue. VePass integrates the latest developments in both speech recognition and speaker verification technologies to provide a solution that is able to authenticate a claimed identity - confirming that a person is 'who they say they are'.

### PASSWORD RESETS - INSECURE AND EXPENSIVE

Currently, most organisations that need to limit the over-the-phone access of their employees/customers to certain information or services use a combination of password and personal information knowledge to verify the identity of the caller. If the caller answers correctly, they are allowed into the system.

This process is not only extremely insecure; it is also extremely costly. Firstly, disclosing personal information is always risky. Now, not only do you know your personal identity information so does the call centre agent.

This not only creates issues related to privacy obligations, but also has significant security implications.

Secondly, people forget passwords. And the average

cost of re-issuing a password is around \$25 per request.

A KPMG report estimated that in any given company each employee makes about 18 calls per year to the help desk with one third of all calls relating to password resets. For a 20,000 employee organisation, cost of password resets alone is around \$3 million.

### ADDRESSING SECURITY AND COST

The VePass solution uses both speech recognition and speaker verification technologies to automatically and securely authenticate a person's identity in a two-stage authentication process.

The first stage involves registering the person's voiceprint and personal information. This can easily be done over a standard office telephone, and could include details such as middle name, telephone extension, date-of-birth (and any other information required for the appropriate level of security).

VePass can then store this information within its encrypted authentication database, and create a 'voiceprint' - a set of parameters that uniquely encodes the specific voice characteristics.

As a further security enhancement, the VePass registration process itself is secured using the 'voiceprint' credential, ensuring that only those authorised to do so can initiate the process.

Once registered, the employee/customer can then authenticate their identity to be reissued a password whenever they like by simply calling VePass.

vepass

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VePass prompts the caller for their personal information, using its speech recognition capabilities to ensure that the personal information matches the information on.

## VEPASS FEATURES

- Significantly enhances the security of password resets
- Enhances the privacy of personal information
- Enables the implementation of one-time password strategies for highly secure services
- Provides a solution for secure and convenient internet services
- Significantly improves user convenience, no passwords to remember, no passwords to forget
- Improves the efficiency and security of your help desk / call centre
- Provides your organisation with ROI in typically less than 12 - 18 months

## ABOUT SALMAT VECOMMERCE

Salmat VeCommerce has developed voice self-service solutions since 1998 and today is one of the most experienced and successful application developers and systems integrators in the industry focusing on automated and scalable voice enabled caller identification and verification (ID&V) solutions.

Salmat VeCommerce assists organisations deliver exceptional customer interactions. This is achieved through a detailed analysis of existing customer processes and the development and provision of applications that utilise speech recognition, voice biometrics and other related interaction technologies.

The organisation has worked with its customers to deliver business benefit driven industry innovations including, the world's first commercial natural language wagering solution, the first voice biometric solution for the insurance industry, the first natural language call routing solution for the financial services industry and the first voice self-service real-time credit card bill payment system.

Over 60 customers globally, including: NAB, Suncorp, Telstra, Westpac, Link Market Services, ahm, Pizza Hut, Ticketek, Child Support Agency, TelstraClear, Standard Life, Australian Hearing, New Zealand's Ministry of Social Development and Inland Revenue Department and Tabcorp.

Salmat VeCommerce is a sponsor of the Voice Leadership Group, an industry association whose members are organisations that have deployed, or plan to deploy, voice self-service or speaker verification solutions.

Salmat VeCommerce is a wholly-owned subsidiary of Salmat and has offices in Australia, New Zealand, the UK and US.

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